

PREDICTIVE, INTELLIGENT ROUTING OF CALLS TO USERS

ABSTRACT

A network device includes a user interface to allow users to specify at least one
5 contact device during a period of time. The network device also includes a predictor that
predicts a probability of contact the user through at least one contact device. A first port
allows the device to receive calls intended for the user and a second port to send contact
signals to at least one contact device, depending upon a user specification. The network
device has a processor to determine connection information based upon the contact device at
10 which the user responds to the contact signal and transmit the connection information to the
predictor to allow the predictor to update its probability predictions.